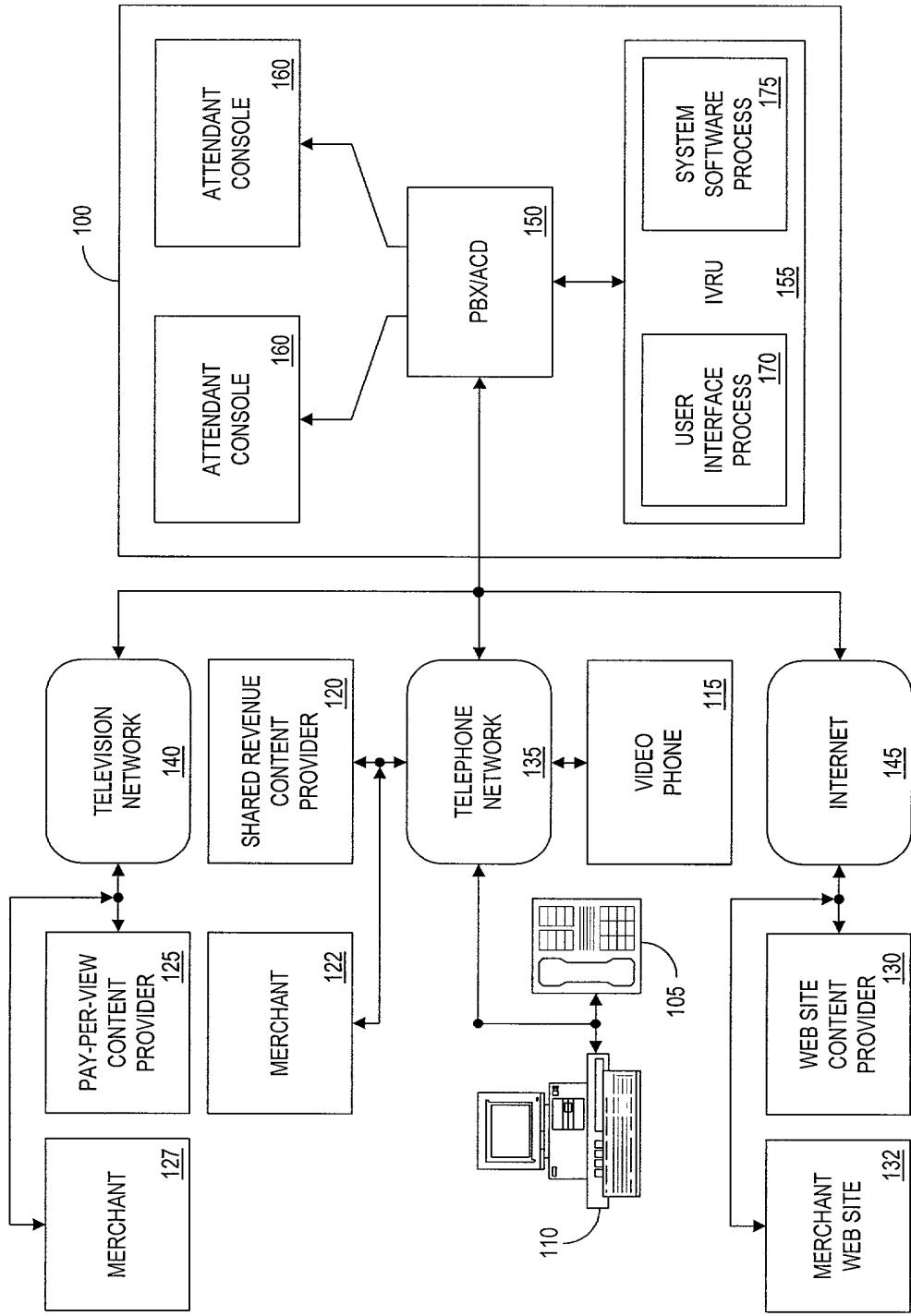


FIG. 1



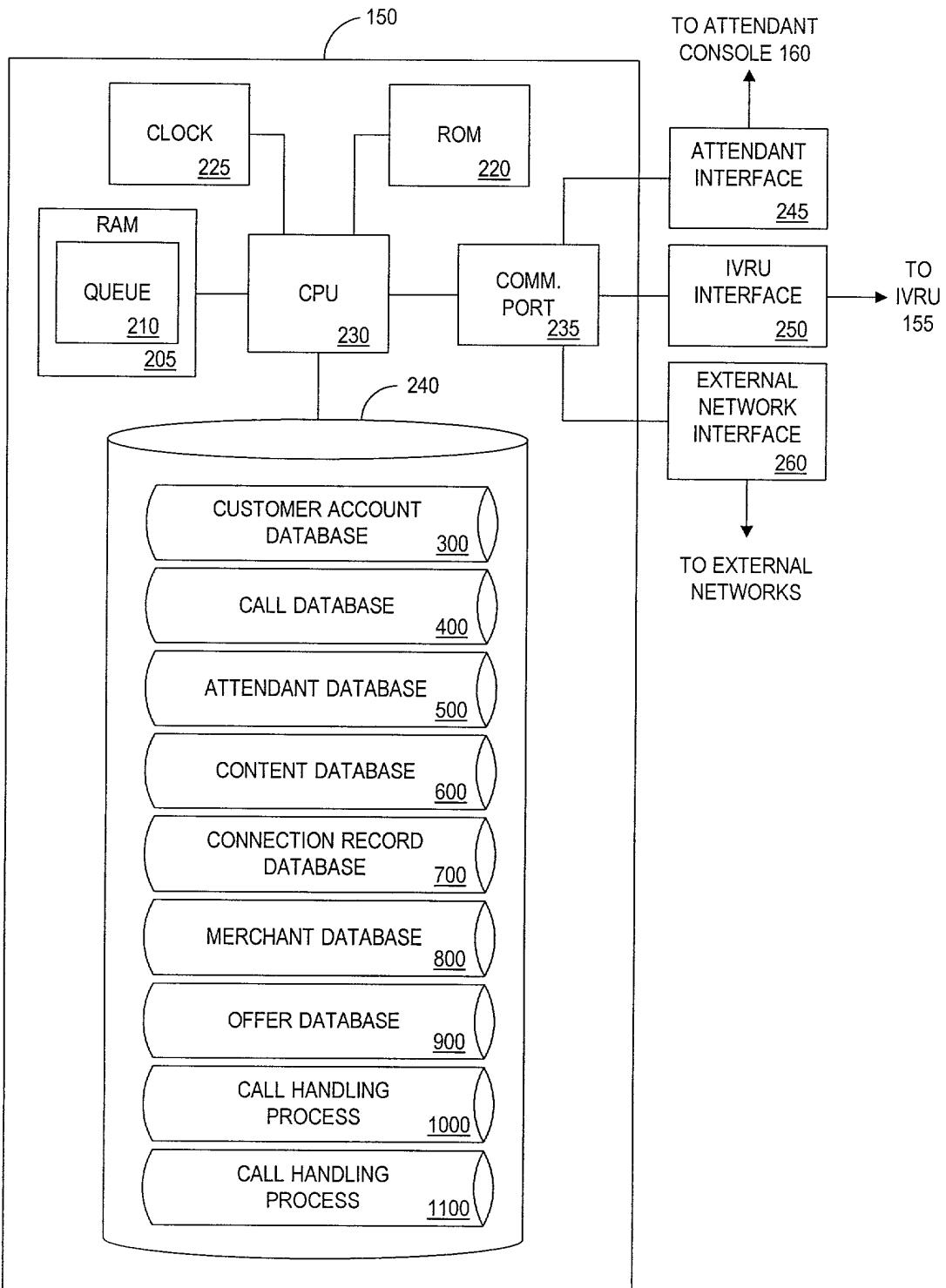


FIG. 2

**FIG. 3**

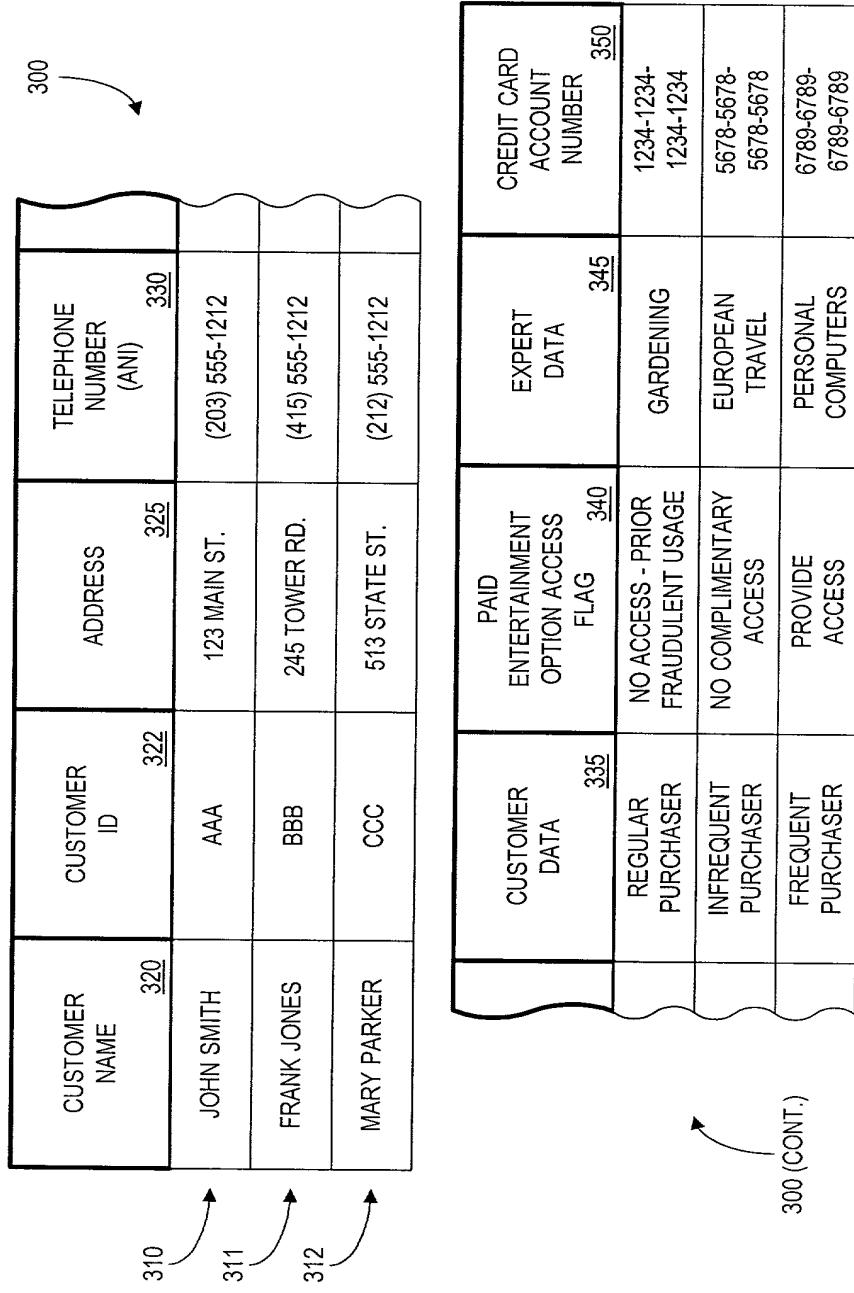


FIG. 4

The diagram illustrates the relationship between two tables, likely representing a database schema or a specific data entry process.

**Table 1:** This table tracks customer calls. It has four columns: CALL TRACKING NUMBER, CUSTOMER IDENTIFIER, CALL SUBJECT CATEGORY, and CALL POSITION.

CALL TRACKING NUMBER	CUSTOMER IDENTIFIER	CALL SUBJECT CATEGORY	CALL POSITION
420	422	425	<u>430</u>
TS1458	AAA	PRINTER PROBLEM	005
JJ9724	BBB	SYSTEM ERROR	016
SJ0691	CCC	FLIGHT RESERVATION (NYC)	025

**Table 2:** This table tracks call details. It has four columns: CALL PHONE NUMBER (ANI), CHANNEL NUMBER, TIME CALL WAS RECEIVED, and ATTENDANT IDENTIFICATION NUMBER.

CALL PHONE NUMBER (ANI)	CHANNEL NUMBER	TIME CALL WAS RECEIVED	ATTENDANT IDENTIFICATION NUMBER
435	<u>440</u>	<u>445</u>	<u>450</u>
(203) 555-1212	14	10:05 PM	BV2069
(414) 555-1212	07	11:12 PM	JR6801
(212) 555-1212	26	9:38 AM	TM9724

**Relationships:**

- Arrows labeled 411, 412, and 413 point from the Customer Identifier column of Table 1 to the ANI column of Table 2.
- An arrow labeled 400 points from the Call Position column of Table 1 to the Attendant Identification Number column of Table 2.

The diagram illustrates a 3x3 matrix structure. The columns are labeled: ATTENDANT IDENTIFICATION NUMBER, ATTENDANT STATUS, and AREA OF EXPERTISE. The rows are labeled: 511, 512, and 513. Arrows point from the row labels to the first three columns of the matrix. A curved arrow points from the label 500 to the top-right corner of the matrix.

ATTENDANT IDENTIFICATION NUMBER	ATTENDANT STATUS	AREA OF EXPERTISE
511	520	530
BV2069	BUSY	PRINTERS
JR6081	BUSY	MODEMS
TM9724	AVAILABLE	RESERVATIONS

FIG. 5

FIG. 6

PREMIUM ENTERTAINMENT SERVICE	CONTENT PROVIDER	ACCESS INFORMATION	ACCOUNT NUMBER	PASSWORD	COST
610	WEB SPORTS, INC.	HTTP://WWW.SPORTS.COM	635	640	645
611	WEATHER SERVICE	1-900-555-1212	85069	APACHE	\$10/MONTH
612	CABLE BOXING EVENTS	CHANNEL 15	98761	SESAME	\$2/MINUTE
			12345	ROCK	\$1/MINUTE

CONNECTION ID NUMBER	CUSTOMER ID	CALLER TELEPHONE NUMBER	DATE
720	<u>722</u>	<u>725</u>	<u>730</u>
469F	AAA	(203) 555-1212	05/07/2003
243J	BBB	(414) 555-1212	05/07/2003
682X	CCC	(212) 555-1212	05/07/2003
375H	DDD	(917) 555-1212	05/07/2003

710  
711  
712  
713

TIME	CONNECTION DURATION	ENTERTAINMENT OPTION	COST
<u>735</u>	<u>740</u>	<u>745</u>	<u>750</u>
11:18 AM	15 MINUTES	WEB SPORTS, INC.	\$1
11:19 AM	3 MINUTES	CABLE BOXING EVENTS	\$3
11:22 AM	16 MINUTES	BOOK MERCHANT	\$0
11:23 AM	14 MINUTES	TRAVEL CHAT ROOM	\$0

700 (CONT.)

FIG. 7

FIG. 8

MERCHANT NAME	MERCHANT ID	ACCESS INFORMATION	DISCOUNT INFORMATION
TRAVELCO.	820	825	835
BOOKS4TRAVEL	001	1-888-PROMO-DEAL	10% OFF ANY PURCHASE
GIFTCO.	002	HTTP://WWW.BOOKS4TRAVEL.COM/CALLERDISCOUNTINDEX.HTML	FREE SHIPPING
	003	DIGITAL CERTIFICATE: 129875543; HTTP://WWW.GETFREESTUFFONHOLD.COM	OFFER ID: PA04

811  
812  
813

800

FIG. 9

SPONSORING MERCHANT	OFFER ID	BENEFIT	OBLIGATION	QUALIFICATIONS
<u>920</u>	<u>925</u>	\$10 OFF ANY PURCHASE	<u>SWITCH LONG DISTANCE CARRIER</u>	<u>ON HOLD TIME &gt; 15 MINS.</u>
MIKE'S BOOK CO.	ZQ98			
002	RX33	500 FREQUENT FLYER MILES	NONE	FREQUENT PURCHASER
003	PA04	FREE SHIPPING	LISTEN TO MARKETING PITCH	NONE

900

911  
912  
913

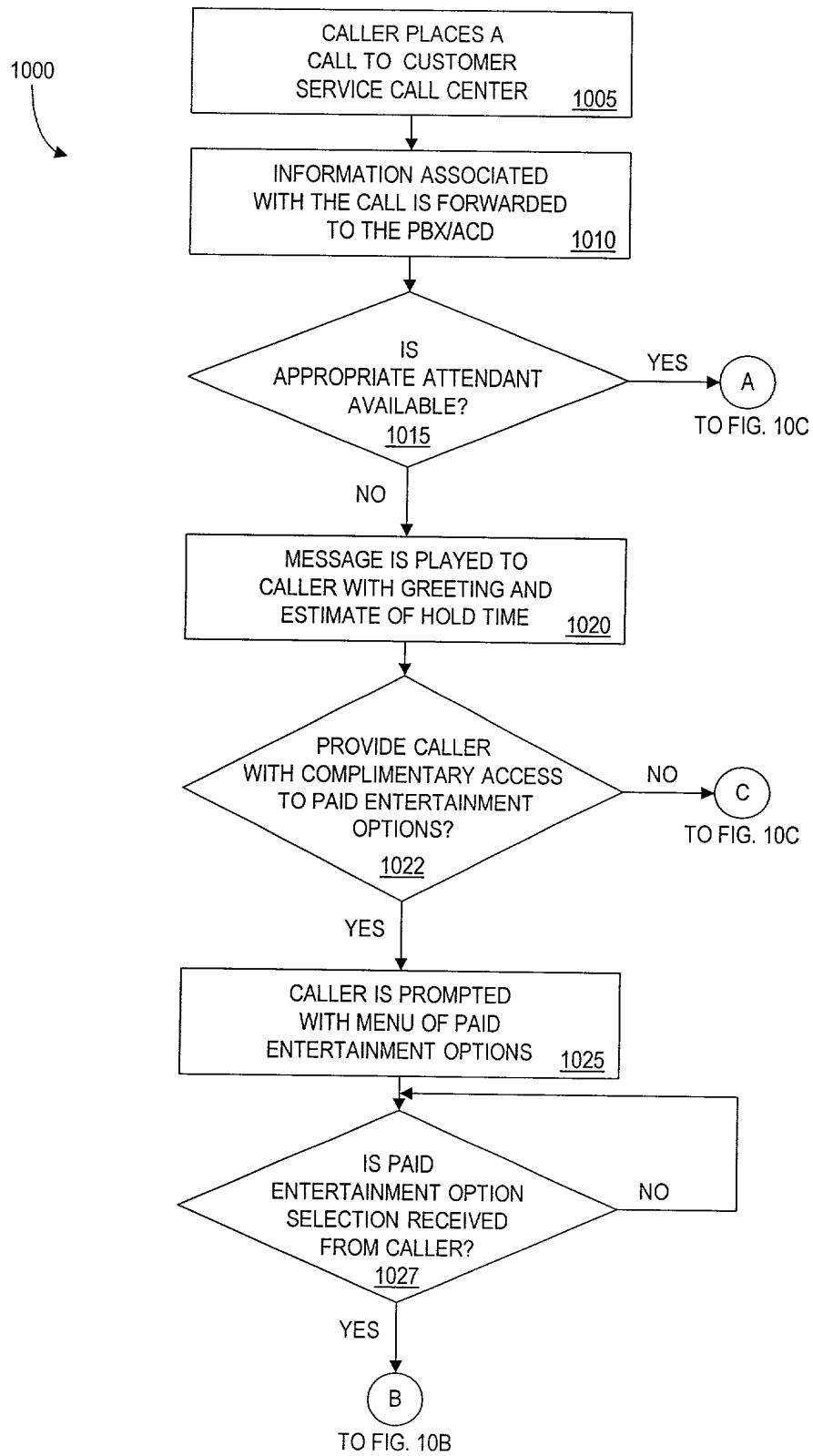


FIG. 10A

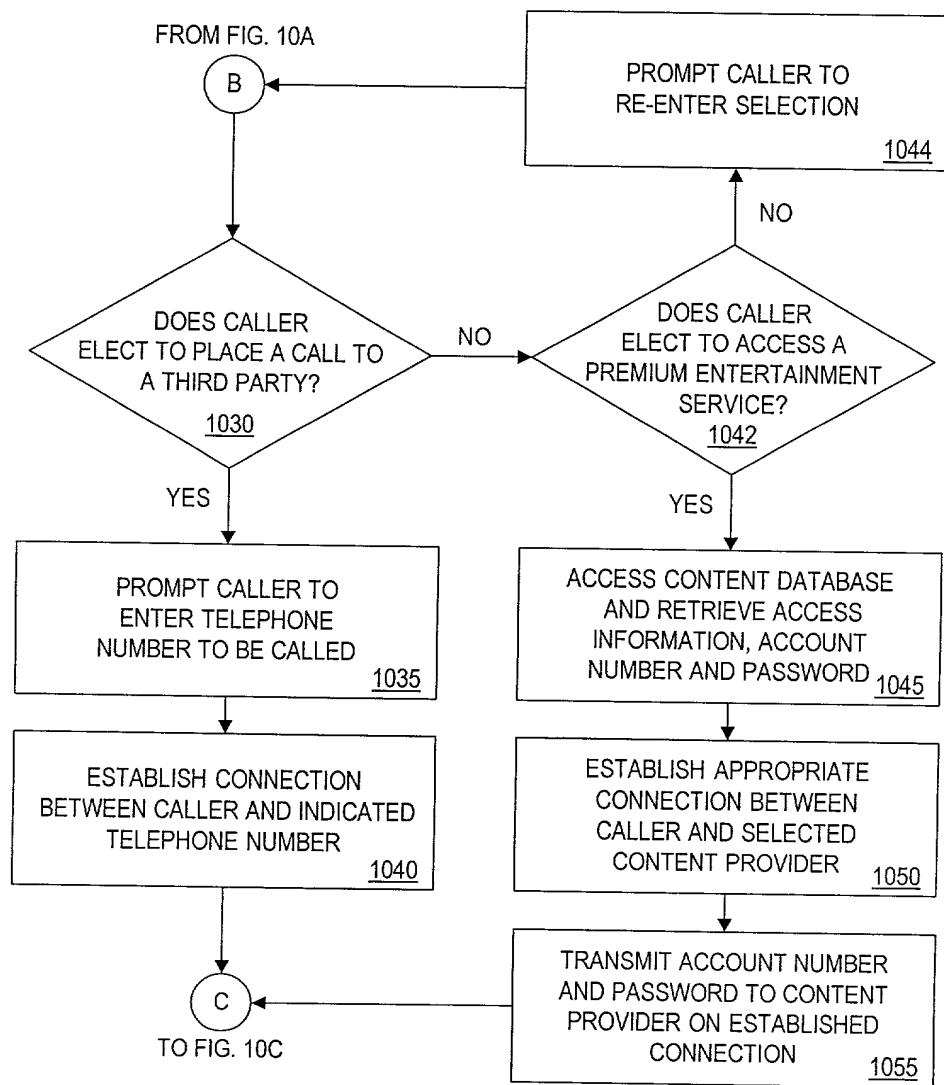


FIG. 10B

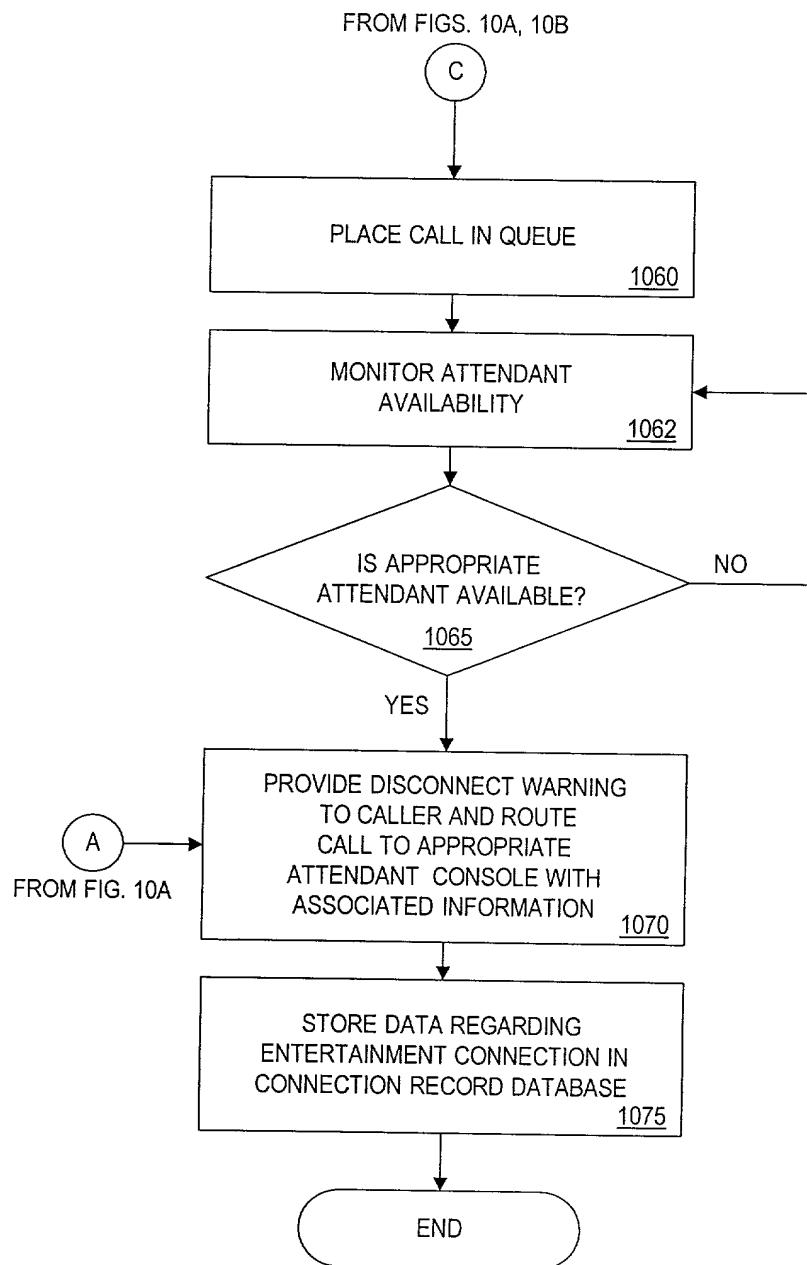
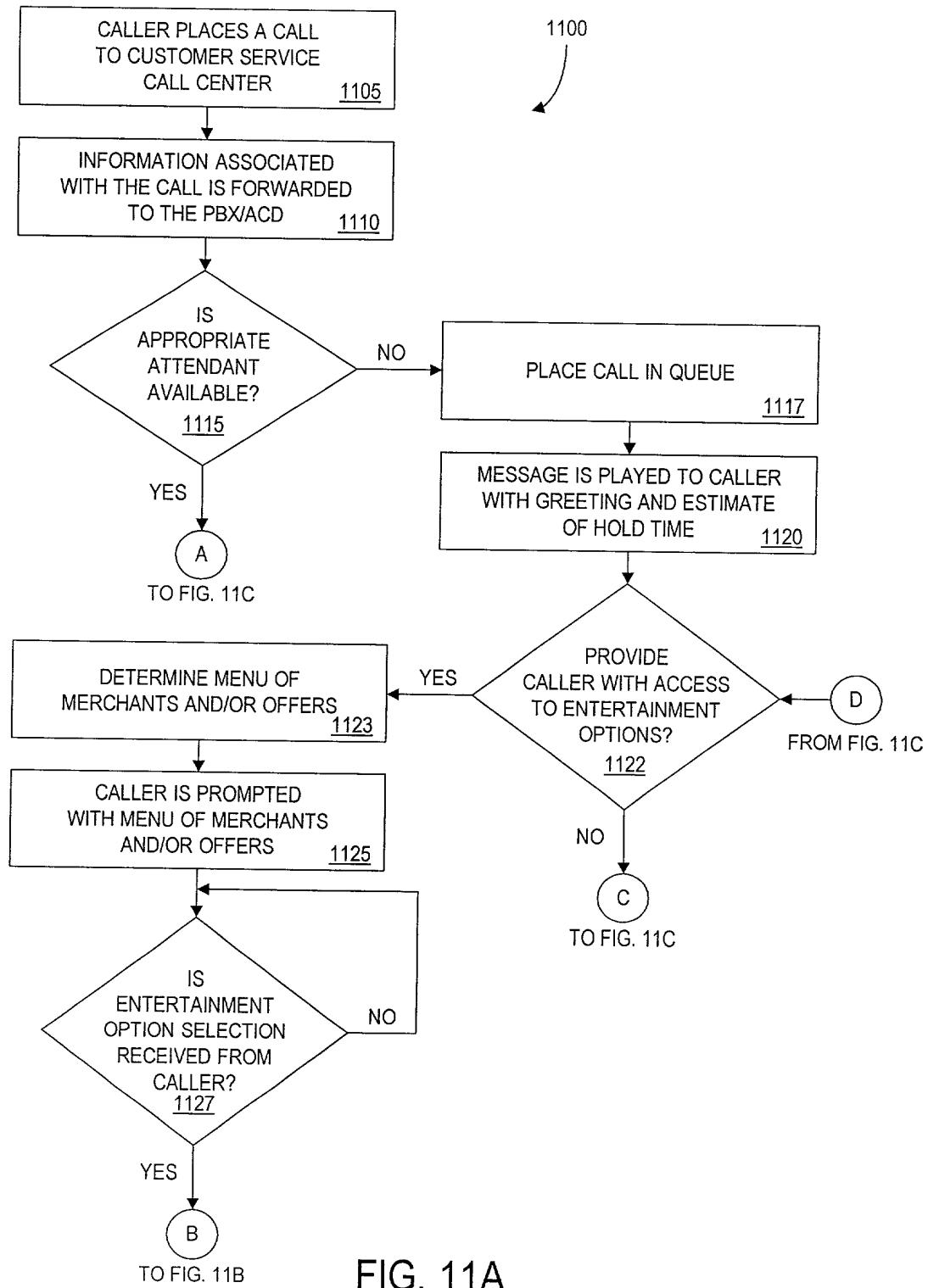


FIG. 10C



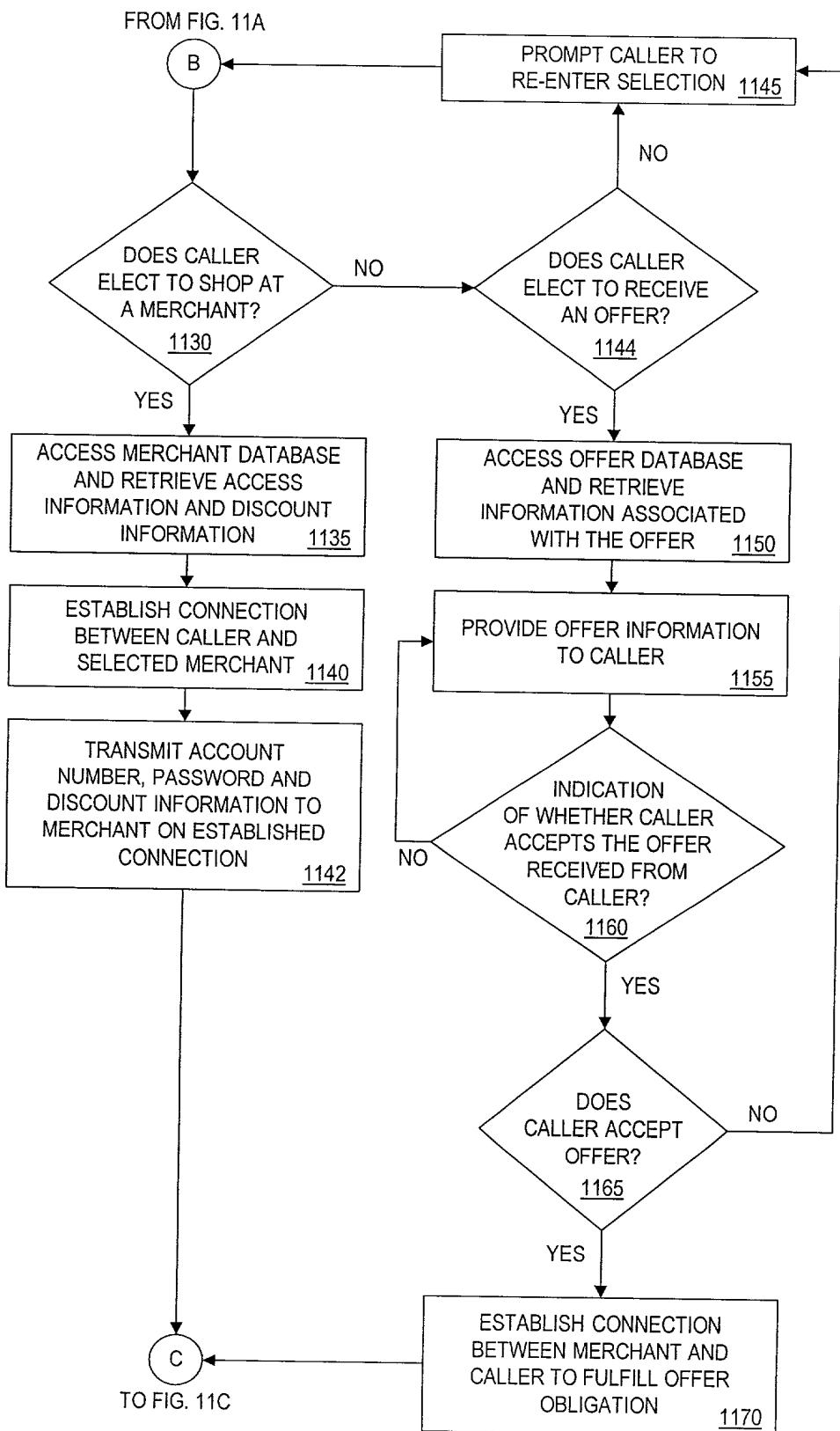


FIG. 11B

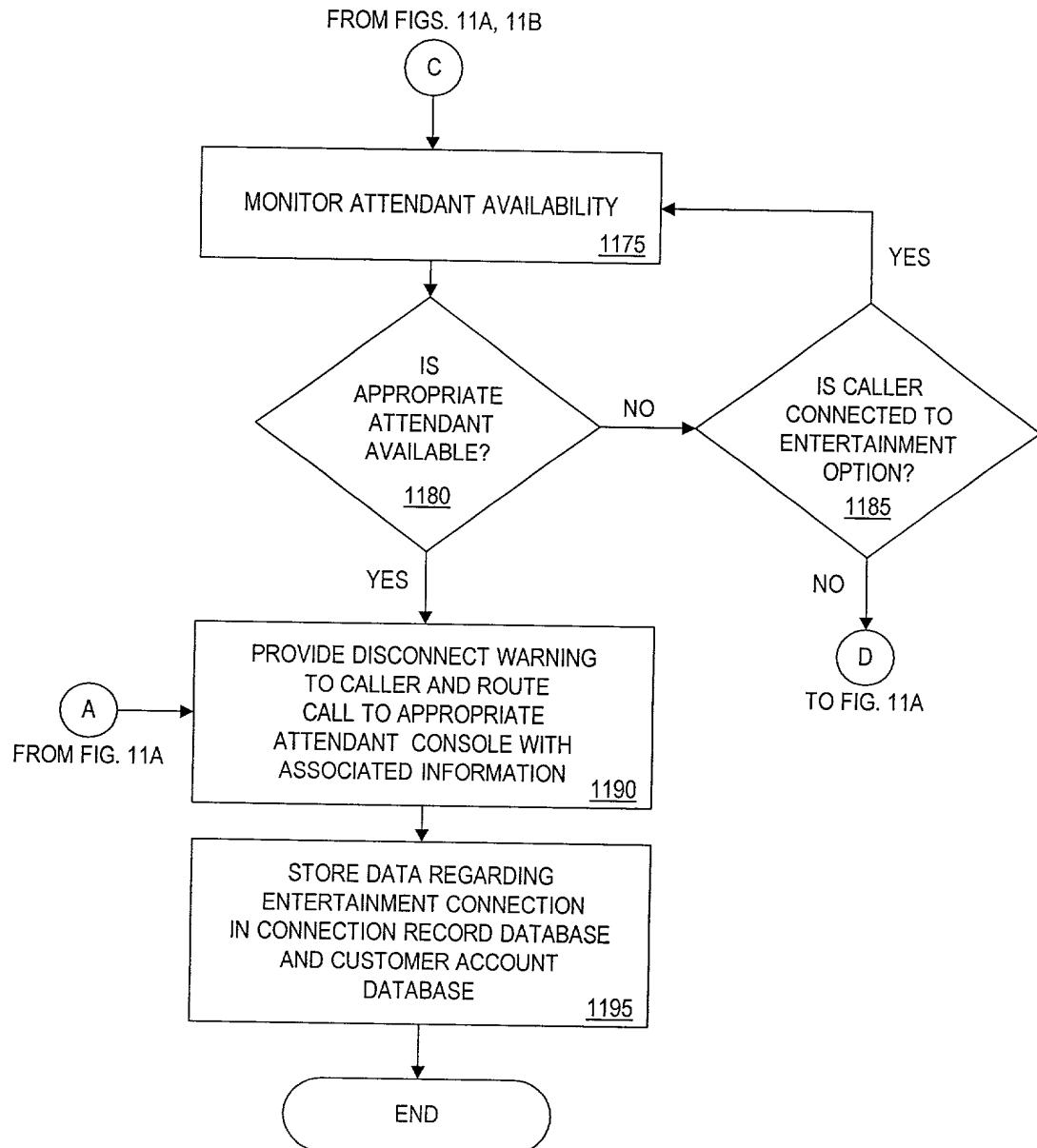


FIG. 11C